

Insight Newsletter

Important Weekly Updates for kynectors during Open Enrollment



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KEY DATES

Medicare Open Enrollment

October 15th - December 7th

Marketplace Open Enrollment

November 1st - December 15th

Medicaid Open Enrollment

November 2nd - December 15th

Presumptive Eligibility (PE)

For kynectors completing PE cases, it is important to note that Self-Service Portal (SSP) times out after 15 minutes. This is a known issue and is slated to be resolved in the 20.11 Release at the end of November. For now, it is best practice to collect **all** of the applicant's information before starting the PE case in SSP.

Case Association: Request Electronic Consent

In order to Request Electronic Consent and become associated to an Individual's case to assist with managing benefits information, kynectors must ensure they are completing the following: On the **Reps, kynectors, & Agents Screen**, scroll down to the kynector section, click the plus (+) **icon** (if the kynector information section is not expanded) and then click **Start**. Once on the **kynector Access Request Screen**, click **Request Electronic Consent**. The Individual receives a consent notification via email, text message, and/or through their kynect benefits account based on their communication preferences.

HEALTHCARE.GOV OUTAGES

Sunday, November 1, 2020

Early Morning

Sunday, December 13, 2020

Early Morning

Every Sunday

(except for ones mentioned above)

12:00 AM to 12:00 PM

HELPDESK TRACKER & NUMBERS

Issue Tracker

<https://chfs.info/OEIssueTracker>

Professional Service Line

(855) 326-4650

Department for Medicaid Services

(855) 446-1245

Call Center (Public)

(855) 459-6328

Self Service Portal (SSP) Helpdesk

(844) 407-8398

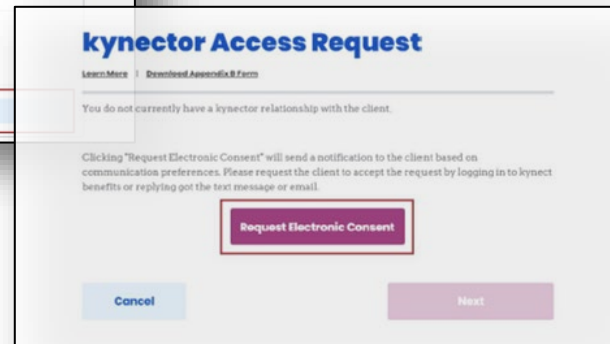
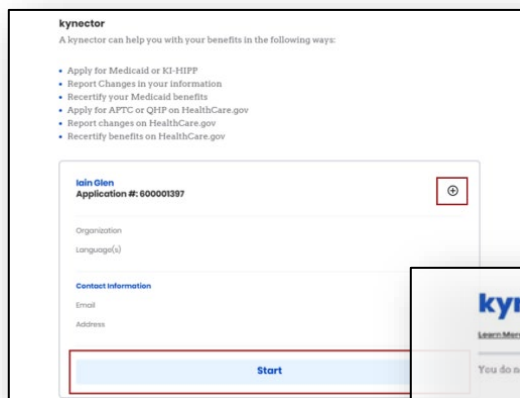
Federal Health Insurance Marketplace (FFM)

(800) 318-2596

Passcode: 502-999-9999

KHBE

Email: KHBE.Program@ky.gov



Please Note: If the Individual does not respond within 3 minutes, the kynector remains on the **kynector Access Request Screen** and is provided the option to confirm verbal consent.

For more information and step-by-step instructions for case association, review the kynector Access Request Quick Reference Guide (QRG) found in the same email containing this Newsletter.

kynectors Share Your Event Success with KHBE

As kynectors continue to have successful events, KHBE would love to share success stories. Please send pictures of your events to KHBE.Program@ky.gov.



Quality of life. For every Kentuckian.